RFP for Network Voice Services and Long Distance Services

Answers to Questions Submitted

Q&A's published on 10/19/10

Question: What Cisco Unified Communications (centralized IP PBX) version do you currently use? Is it setup in single cluster or multiple? If multiple, do you have Cisco SBC in place (or CUBE)?

Answer: CUCM v7.1, it is a two server cluster. No mulitples

Question: How much long distance minutes do you currently use per month (excluding site-to-site, or office-to-office calling)?

Answer: We currently have a long distance calling plan that provides 10,000 minutes per month.

Question: Do you have other locations that will utilize the PRI at 5th Ave Kirkland? If so, will you be able to provide the list of these other locations (e.g. number and street, city, state, zip)? This will help us validate if we can provide DID numbers specific to your location.

Answer: There are multiple sites. Addresses can be provided but this is likely not relevant because the call handling is all processed centrally including 911 location information via the CER.

Question: With PRIs being installed in single location, how do you plan addressing 911 requirements for your remote locations?

  Answer: This is handled by CISCO CER

Question: With PRIs being installed in single location, what caller-ID should be reflected for remote branch calling out of these PRIs?

Answer: CISCO Call Manager takes care of sending the CLID

Question: Do we need to provide the contact information of the carriers/partners that we are planning to use for this RFP?

Answer: This would be helpful. Some third part carries (e.g. Integra) who use leased services through a primary provider are not capable of natively handling some of the 911 features without additional equipment.

Q&A's published on 10/15/10

Question: Please indicate your current provider?

Answer: AT&T

Questions: Will the PRIs be installed in single or multiple locations?

Answer: The PRIs will be installed in a single location.

Question: Will you be able to provide the address(es) of where the circuits will be installed?

Answer: The PRIs will be installed at 123 Fifth Avenue, Kirkland, WA

Question: Are you using IP PBX or simply VOIP gateways?

Answer: IP PBX

Question: If IP PBX, what model do you currently have – centralized or distributed? Distributed means, each site has its own PBX.

Answer: Centralized.

Question: Will you be interested in SIP trunks?

Answer: We will entertain this as an option. If you propose this, we would like your take on security, training for staff and how disaster resistant is this compared to traditional copper lines.

Question: Will you be interested in converged solution, where we will deliver the TDM (e.g. PRI, Digital T1, or analog) via an IAD? The IAD will dynamically allocate bandwidth for voice and data (which you can use for either primary or backup Internet access) – while giving 100% priority to voice. If interested with convergence, what bandwidth for data would you prefer to have?

Answer: If this adds significant costs, this is not a good option for us. We're looking to save money, not spend more. Educate us in your proposal.

Question: Provide one of the 1500 DID's that will be used on the circuit

Answer: 425-587-3000